

Request

Could you please provide the following information:

1. The **total** number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date).

2. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) for **each of the following reasons**:
 - Repairs (e.g. that haven't been actioned, haven't been completed or haven't been completed to a good standard)
 - Illegal eviction (or the threat of)
 - Harassment
 - Dishonest or unfair trading behaviour

3. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) **about letting agencies** (or the top ten with the most complaints is fine). Please provide the name of each letting agency, along with the number of complaints.

4. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) **that have been resolved**:
 - By the council
 - By the landlord/letting agency
 - Referred to an external body (such as Environmental Health)

Response

- 1) 2018/19 – 4
19/20 – 21
20/21 – 128
21/22 – 152
22/23 – 201
23/24 – 200

Please note the following restrictions in relation to the data we can provide:

- Housing enforcement data (in relation to disrepair) is not available for years 2018/19 and 2019/20.
- Data in relation to illegal eviction and harassment is not available for years 2018/19, 2019/20 and 2020/21.

- 2) 2018/19 – No data available
19/20 – No data available
20/21 – 126 repairs
21/22 – 120 repairs / 28 illegal eviction and harassment
22/23 – 140 repairs / 53 illegal eviction and harassment
23/24 – 154 repairs / 38 illegal eviction and harassment

Please note that illegal eviction and harassment cases are recorded together so separate figures cannot be provided.

The figures in relation to dishonest/unfair trading behaviour are captured in the response to Q3 below (there have been zero additional complaints relating to private landlords on this subject).

- 3) 2018/19- 4
19/20- 21
20/21- 2
21/22- 4
22/23- 8
23/24- 8

Please note the following restrictions:

- This is the total number of complaints received in relation to letting agencies for each year requested; we are not able to disclose the name of the individual letting agency/person to which complaints related.
- Housing enforcement (disrepair) data has not been included, as complaints against private landlords and letting agents are not categorised separately.

- 4) Resolved complaints are not categorised in this way. We can provide (total) figures in relation to complaints that have been resolved – this is usually the Council working with the landlord/letting agent:

2018/19 – No data available
19/20- No data available
20/21- 123
21/22- 78
22/23- 112
23/24- 154